



Consolidated Technology Services • WA

OUTLINE OF PROPOSED CONVERSIONS

The outline below shows the proposed structures after converting the current Customer Service Agreement to a Master Services Agreement and the current Service Level Agreement to a Terms of Service.

MASTER SERVICE AGREEMENT OUTLINE

(These terms are in the Customer Service Agreement today.)

1. **TERM**
2. **TERMINATION**
3. **PAYMENT**
4. **LIMITATION OF LIABILITIES AND REMEDIES**
5. **DISPUTES**
6. **DISCLOSURE OF CUSTOMER DATA**
7. **ASSIGNMENT**
8. **WAIVER**
9. **SEVERABILITY**
10. **NOTICES**
11. **AMENDMENTS/MODIFICATIONS**
12. **CONFLICTS**
13. **TREATMENT OF ASSETS**

a. NEW CLAUSES AS FOLLOWS:

14. **** EXPORT CONTROL LAW COMPLIANCE**
15. **** SERVICE MANAGEMENT *(In the SLA today)***
16. ****ACCESS TO SOFTWARE *(In the SLA today)***

TERMS OF USE OUTLINE

(These terms are in the Service Level Agreement today.)

1. **Service Description**
2. **Availability**
3. **Charges**
4. **Responsibilities**
5. **Special Terms**
6. **Contact Information**